

1. Accents of Communications Assistants

CA's should have the accent of a native speaker of American English.

2. Outreach

STS Outreach should be funded through NECA, since states with sparse populations and low personal incomes may not have enough consumers able to lobby effectively.

The proportion of outreach funds for potential STS users should reflect the portion of likely TRS users who might use STS.

3. Communications Assistants should be trained to re-voice.

4. Profile Access.

TRS Consumers must have access to their profiles from any telephone whatsoever, including especially cell phones. This is essential.

5. Ability to Increase Volume

There needs to be a device by which the consumer can increase the volume. It is often far too low.

6. Ability to Mute the Voice of the Person With Speech Difficulty

There should be a way for Communications Assistants to mute the voice of the calling PSD. It is often difficult to hear either the CA or the PSD if their voices are simultaneous. A receiving consumer with a hearing difficulty could be in serious trouble.

7. Ability to Access anyState Relay from Out of State.

Many states have no STS consumers trained and available to monitor quality of service. Someone from another state needs to be able to access another State's relay in order for the monitoring to take place. Lack of monitoring will lead to lousy service, guaranteed.